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December 31, 2018

The Honorable Jocelyn G. Boyd  
Chief Clerk and Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

Re: Docket No. 2018-211-T. Kevin Marra, Complainant/Petitioner v. JMS Worldwide, LLC, Defendant/Respondent

Dear Ms. Boyd:

On behalf of JMS Worldwide, LLC, I am responding to the review letter of the Office of Regulatory Staff dated December 18, 2018 in the above referenced docket.

On September 25, 2018, the ORS reported to the Commission that Mr. Marra was undercharged by \$49.00 for the move that gave rise to his Complaint. JMS also prefiled testimony the same dated responding to Mr. Marra's allegations. On October 9, 2018, JMS moved for Judgment on the Pleadings and Motion in Limine. In Order No. 2018-144-H, the Commission's Hearing Officer acknowledged that various materials filed by Mr. Marra were inadmissible in their current form but requested ORS investigate his allegations and report its findings to the Commission.

ORS filed its report on December 18, 2018. It reported 13 complaints against JMS over the past 3 years, of which 3 involved unregulated moves. Only 3 of the remaining 10 complaints resulted in refunds to the customers. JMS would add for context that it performed over 3,000 moves during this three-year time period. While JMS would clearly prefer no complaints, the size of its operations must be considered in an assessment of its customer service.

Consistent with its commitment to provide quality customer service, JMS concurs with ORS's recommendation that it develop a Code of Ethics and Conduct that incorporates customer service best practices. JMS will gladly work with ORS to develop this document and looks forward to presenting it to the Commission.

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JMS therefore respectfully requests the Commission adopt the ORS's recommendation in its final Order and dismiss Mr. Marra's complaint.

With best wishes, I am,

Sincerely yours,

*s/Charles L.A. Terreni*

Charles L.A. Terreni

c: Jenny R. Pittman, Esq.  
F. Miles Adler, Esq.  
Mr. Kevin Marra  
Mr. Richard Johnson